

W9124Q-W81C393295GC01 Total Army Quality (TAQ) Management Program STATEMENT OF WORK

SCOPE OF WORK TOTAL ARMY QUALITY MANAGEMENT WHITE SANDS MISSILE RANGE, NEW MEXICO

1. GENERAL INFORMATION

1.1. General Scope. You shall support the Total Army Quality Management program for the Garrison at the White Sands Missile Range (WSMR).

1.2. Mission. WSMR is located about 25 miles east of Las Cruces, New Mexico and 50 miles west of Alamogordo, New Mexico. As part of the Army Test and Evaluation Command, White Sands Test Center's main mission is the testing and evaluation of missile systems. The garrison, as of October 2002, falls under the Army Installation Management Agency (IMA).

1.3. Background

Traditionally, WSMR runs its Total Army Quality Management program in-house. In FY 2003, ACOE documents were prepared by Mandley Enterprises, Albuquerque, New Mexico, under contract DATM05-02-P-0147.

1.4. Work Hours.

WSMR personnel work a compressed schedule with every other Friday off. You may not be able to reach anyone on the Friday off.

1.5. Personnel.

1.5.1. You shall employ only personnel qualified to perform their assigned tasks.

1.5.2. Upon award of the contract, you shall provide the Contracting Officer with the name, telephone number and email address (if available) of your designated Project Manager and alternate Project Manager. The Project Manager will be our point of contact for any work to be performed under this contract.

1.6. Security.

1.6.1. Access to White Sands Missile Range is restricted. Foreign nationals are normally not allowed.

1.6.2. It is unlikely work required by this contract will require access to restricted areas. If that is required, the individual task order will address it.

1.6.3. Road Closures. Access roads to and within the boundaries of White Sands Missile Range are subject to closing for live missile firings or other military operations. Roadblocks are normally of one to two hour duration but may be longer. This does not relieve you from performance of your contractual duties. Occasional rescheduling of work requirements may result due to missile firings or other military operations. It is your responsibility to reschedule any and all work requirements due to roadblocks and/or evacuations. Roadblock information may be obtained by calling (505) 678-1178; information is prerecorded and subject to change without notice.

1.7. Safety.

Although it is unlikely you will ever travel outside the Headquarters cantonment, there are still four safety requirements applicable if you do.

1.7.1. Accident Report. In the event a job connected injury occurs, you shall prepare a Record of Injury Form 1051 in duplicate and forward the original through the Contracting Officer to the Installation Safety Officer. If an injured employee is incapacitated and unable to report for work on his next regularly assigned shift, you shall prepare Report of Accident, DD Form 285, in triplicate and forward the original

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and one copy through the Contracting Officer so as to reach the Installation Safety Officer within seven (7) work days after the accident occurs. A copy of appropriate Safety Regulations and DA Forms 285 will be furnished to you upon request. Any technical advice and assistance required in accident investigation and reporting may be requested from the Installation Safety Officer through the Contracting Officer.

1.7.2. You shall comply with the current Emergency Communication Policy in effect for work to be performed in any area north of Highway 70.

1.7.3. Unexploded Ordinance. You shall comply with the current Unexploded (UXO) Policy at WSMR. Your personnel working at White Sands Missile Range under this contract are required to receive a Safety/UXO Briefing identifying potential safety hazards at the Missile Range. It is your responsibility to coordinate with the Contracting Officer's Representative to schedule the Safety/UXO Briefing. Attendees will be required to sign a statement indicating attendance of the briefing prior to work under this contract.

1.7.4. Travel - Open Range Areas. Travel in open range areas within WSMR is to be considered hazardous by all personnel. Open range areas and associated roads/trails are subject to planned impacts of missile and related hardware and can be extremely dangerous. To minimize this hazard, it is necessary that all travel in these areas be coordinated with Range Control. All travel, except that in support of scheduled range operations, must be coordinated. Your personnel shall contact the Range Control Surveillance Officer, 678-2222, prior to start of travel, furnish identification, specific areas to be entered, purpose and planned duration and notify the Surveillance Officer when the area visited is clear. Requests for range travel will be evaluated by the Surveillance Officer and appropriate instructions issued. Such instructions should be considered authoritative and followed. Entering range areas without obtaining prior clearance as outlined above constitutes an extreme risk to the person(s) involved.

2.0. DEFINITIONS.

2.1. Contract Administrator. A Government employee who has the responsibility of performing post-award functions on the contract. This includes processing payments and modifications.

2.2. Contracting Officer. A Government employee who has the authority to sign contracts and modifications based on a warrant issued by the Department of Army.

2.3. Contracting Officer's Representative (COR). A Government employee who is designated by the Contracting Officer and who has the authority to inspect and accept the work performed by the contractor.

2.4. Legal Holidays. There are ten Government legal holidays:

- Jan 1 - New Year's Day
- Third Monday in January - Martin Luther King Day
- Third Monday in February - Presidents' Day
- Last Monday in May - Memorial Day
- Jul 4 - Independence Day
- First Monday in September - Labor Day
- Second Monday in October - Columbus Day
- Nov 11 - Veterans' Day
- Third Thursday in November - Thanksgiving
- Dec 25 - Christmas

3.0. CONTRACTOR PROVIDED SERVICES AND EQUIPMENT.

You shall provide all materials, equipment and services that are not specifically delineated in paragraph 4.0 of this statement of work.

4.0. GOVERNMENT PROVIDED SERVICES AND MATERIALS

We do not anticipate providing you office space, services or materials. However, we reserve the right to contribute any services, material and equipment to meet requirements of this contract. Any services,

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material or equipment that will be provided will be listed in the Task Order, and will be managed in accordance with Section 45 of the Federal Acquisition Regulation (FAR).

5.0. REQUIREMENTS

5.1. You shall execute assigned tasks in support of the Total Army Quality (TAQ) Management program for the Garrison at the White Sands Missile Range (WSMR) in accordance with AR 5-1, "Total Army Quality Management." This regulation is available at <http://www.usapa.army.mil/>

5.1.1 The purpose of your assigned tasks is to assist the Garrison Commander (paragraph 1-4e) and the Garrison directors (paragraph 1-4f) in meeting their responsibilities under the regulation. You shall provide training and facilitation. You shall prepare documents. You shall not provide advisory or assistance services in accordance with AR 5-14, "Contracted Advisory and Assistance Services." You shall not provide personal services as defined at FAR 37.104.

5.2. Work Assignment. The first three task orders under this contract will be included and funded in the contract award. It is anticipated these three task orders will be executed in each option year. They are as follows:

5.2.1. ARMY PERFORMANCE IMPROVEMENT CRITERIA (CLIN's 0001AA, 0002AA, 0003AA, 0004AA, & 0005AA)

You shall provide training, and facilitation for the purpose of institutionalizing the Army Performance Improvement Criteria (APIC) throughout the White Sands Missile Range's (WSMR) Garrison Command. In addition the contractor shall perform the following:

- a. You shall review guidance provided by the COR from the Department of the Army's Installation Management Agency (IMA) and the IMA South West Region Office (SWRO).
- b. You shall administer a survey process to measure integration and deployment of the Army Performance Improvement Criteria throughout the garrison's organizations in the previous year.
- c. You shall conduct executive training sessions with the Garrison Commander, directors, senior staff members, and others as appropriate to indoctrinate and inform the participants of the value of APIC, linkage to the Army Communities of Excellence program, and provide insight to the contractor's implementation process.
- d. You shall conduct initial and follow-up training sessions with the garrison workforce to indoctrinate and inform the participants of the value of APIC, its linkage to the Army Communities of Excellence program, to include providing the appropriate visual aids and handouts.
- e. You shall be available by telephone and e-mail for follow-up consultation on the APIC process when you are not on-site at White Sands Missile Range.

5.2.2. STRATEGIC PLANNING (CLIN's 0001AB, 0002AB, 0003AB, 0004AB, & 0005AB)

You shall provide training, facilitation, technical editing, word processing, reproduction, and distribution of WSMR's Garrison Command Strategic Plan. During the annual review and update process you shall participate in and guide the development and writing processes. In addition the contractor shall perform the following:

- a. You shall review existing documentation and prior strategic plans, review current performance metrics provided by the COR from the Department of the Army's Installation Management Agency (IMA) and the IMA South West Region Office (SWRO). You shall also review current progress toward achieving strategic goals, and other documentation related to the Garrison Command's strategic planning process

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b. You shall conduct interviews with the Garrison Commander, directors, senior staff members, and others as appropriate.

c. You shall facilitate the initial and follow-up strategic planning sessions with the Garrison Commander, Staff, Directors and Office Chiefs, to include providing the appropriate visual aids and handouts.

d. Based on the outcome of the sessions described in paragraph c. above, You shall consult on the process, facilitation, and prepare a completed draft strategic plan suitable for review and coordination, ensuring the final draft complies with required formats, and includes all content required by the WSMR Garrison Commander.

e. You shall execute final technical editing of the strategic plan. The completed final draft will include incorporation of pertinent modifications acquired through the coordination process. The final draft must be approved by the Garrison Commander. Fifty copies of the completed document will be provided, along with 2 compact disks containing electronic versions of the completed plan.

f. The contractor shall develop and annually administer a survey process to measure integration and deployment of the strategic plan throughout the garrison organizations.

g. You shall be available by telephone and email to provide advice, assistance, and facilitation during the period when the contractor is not on-site at WSMR.

5.2.3. ARMY COMMUNITIES OF EXCELLENCE (CLIN's 0001AC, 0002AC, 0003AC, 0004AC, & 0005AC)

You shall provide training, facilitation, technical editing, word processing, reproduction, and distribution of White Sands Missile Range's Army Communities of Excellence submissions for the Army's competitive Process. These ACOE submissions shall comply with the requirements specified in the current Memorandum of Instruction which will be provided when available. You shall participate in and guide the writing process.

a. You shall review existing documentation and prior submissions, review current performance metrics and progress toward achieving strategic goals, and other documentation related to the application of the Army Performance Improvement Criteria to White Sands Processes.

b. You shall design an interview plan and submit it to the COR for approval. You shall conduct and record interviews of the Garrison Commander, directors, senior staff members, and others as appropriate.

c. You shall develop the organizational profile documentation process and provide technical editing and consultation during preparation of the organizational profile.

d. You shall prepare a complete draft submission package suitable for review and coordination to the COR. You shall participate in the review, coordination, and editing process. When not on site, you shall be available by telephone and email to provide advice, assistance, and facilitation until completion of this task. The goal of the review, coordination, and of the editing process is to present WSMR processes and performance in the best possible position, within the constraints of the criteria.

e. You shall complete final editing of the submissions, to include incorporation of pertinent modifications acquired through the review and coordination process, ensuring the final draft complies with the required formats and time constraints of the criteria, and submit it to the COR. The final draft must be approved by the Garrison Commander.

f. You shall publish and submit 50 copies of the completed document in sufficient time to meet the annual submission deadline. The task is completed upon acceptance of the 50 each approved copies of the Army Communities of Excellence documents ready for submission to the competitive process and 2

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compact disks containing properly formatted electronic versions of the plan. One of the disks shall be prepared using ADOBE Acrobat software and the other using WORD and POWER POINT software.

5.3. Work Assignment. Additional services required under this contract shall be assigned by individual Task Orders with a definitive scope of work. A firm-fixed-price shall be negotiated for each Task Order. We will provide you with a definitive scope of work and a request for proposal. You shall provide a proposal within 5 working days. Your cost proposal shall be in accordance with the prices established in Exhibit A, which contain all associated direct and indirect costs, profit and taxes. Any other submissions required will be addressed in the request for a proposal. You shall not commence work without a written acceptance from the Contracting Officer in the form of a signed contract modification.

<u>Exhibit A</u>		
Trainer/Facilitator	Rate per Hour	_____
Technical Writer	Rate per Hour	_____
Published Pages	Price per Page	_____
Option 1 Escalation	%	_____
Option 2 Escalation	%	_____
Option 3 Escalation	%	_____
Option 4 Escalation	%	_____